



Army Strong

More than a Slogan... the Key to Resilience



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Army Medicine's Role in Strength & Resilience

LTG Eric B. Schoomaker
The Army Surgeon General
and
Commanding General, U.S. Army
Medical Command
24 January 2011



“Army Medicine: *Bringing Value...Inspiring Trust*”

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Current Reality –A Call for Resilience

- **9 Years War – Multiple Rotations with AVF**
- **Cumulative Stress Impacting Readiness, Performance, & Relationships**
- **Era of Persistent Conflict**



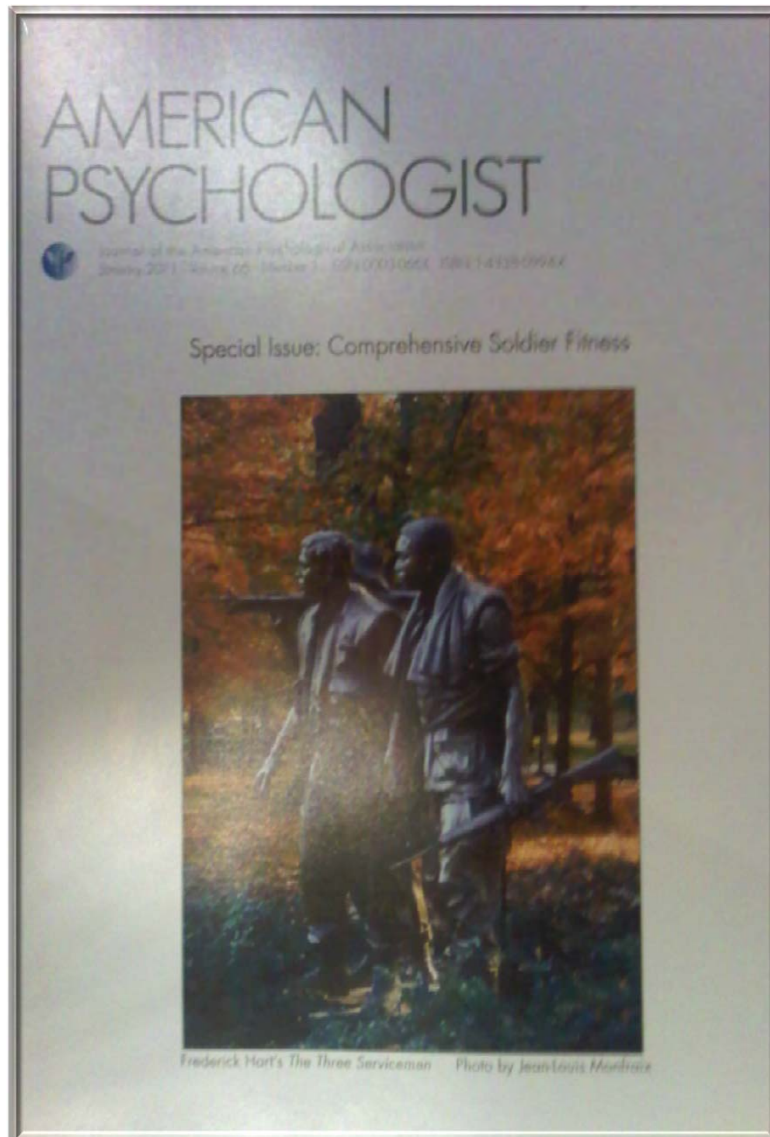
“It is the responsibility of the senior Army leadership, therefore, to ensure that our soldiers, family members, Army civilians are prepared – both physically and psychologically – to continue to serve and/or to support those in combat for years to come.”

GEN George W. Casey Jr.
American Psychologist JAN 2011



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Comprehensive Soldier Fitness



***“A structured, long term
assessment and
development program to
build the resilience and
enhance the performance of
every Soldier, Family member
and DA civilian.”***

GEN George W. Casey Jr.



Definition of Resilience

- ***"Resilience is the ability to grow and thrive in the face of challenges and bounce back from adversity."***
Army Comprehensive Soldier Fitness
- **Dynamic construct with two dimensions**
 - ability to adapt and cope to effectively deal
 - capacity to bounce back from setbacks

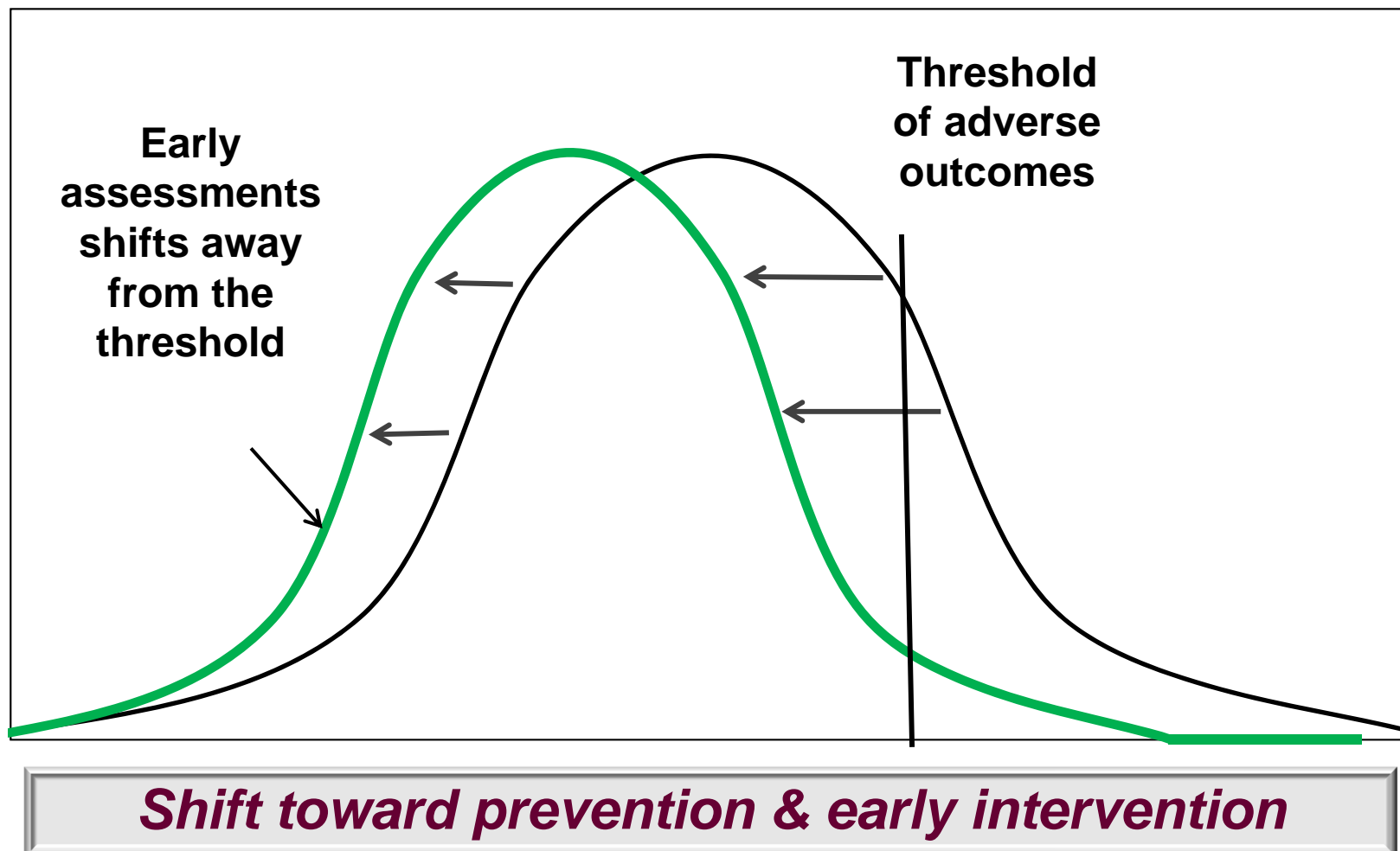


Relies on both preventive and restorative resources to sustain strength and well-being



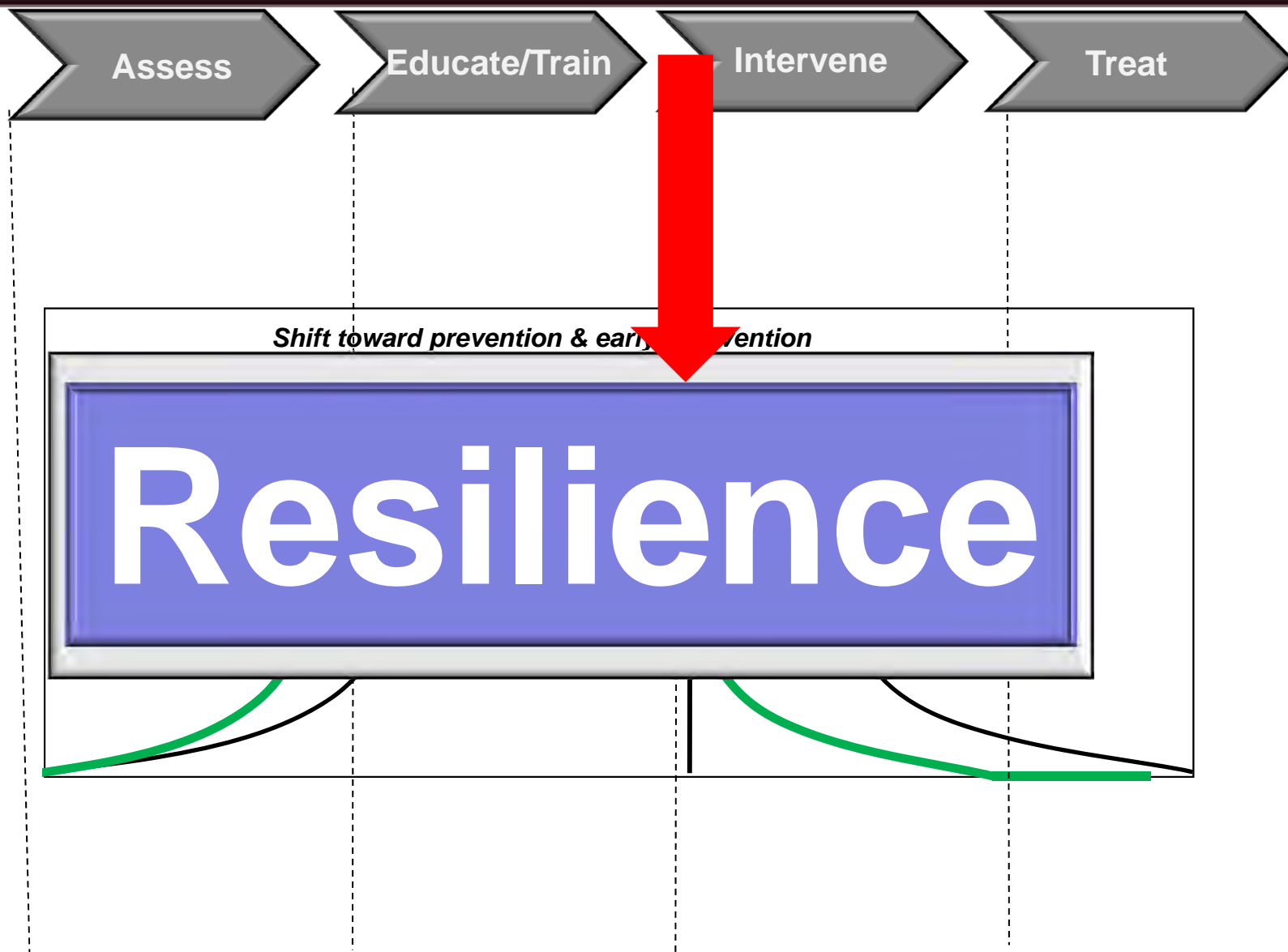
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Continuum of Strength & Resilience





Building & Sustaining Resilience





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Building & Sustaining Resilience

Assess

Educate/Train

Intervene

Treat

Resilience

DIMENSIONS

Physical

Emotional

Social

Family

Spiritual

mTBI/Concussion Protocols

Comprehensive Behavioral Health System of Care

An Enterprise Matrix of Programs Building & Sustaining Soldiers & Families

Chaplain's Strong Bonds



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Army Medicine Strategy Map

May 2010

Mission

- Promote, Sustain and Enhance Soldier Health
- Train, Develop and Equip a Medical Force that Supports Full Spectrum Operations
- Deliver Leading Edge Health Services to Our Warriors and Military Family to Optimize Outcomes

Vision

America's Premier Medical Team Saving Lives, Fostering Healthy and Resilient People, and Inspiring Trust
Army Medicine...Army Strong!

Strategic Themes & Results

Maximize Value in Health Services.

Provide Global Operational Forces

Build the Team

Balance Innovation with Standardization

Optimize Communication and Knowledge Management

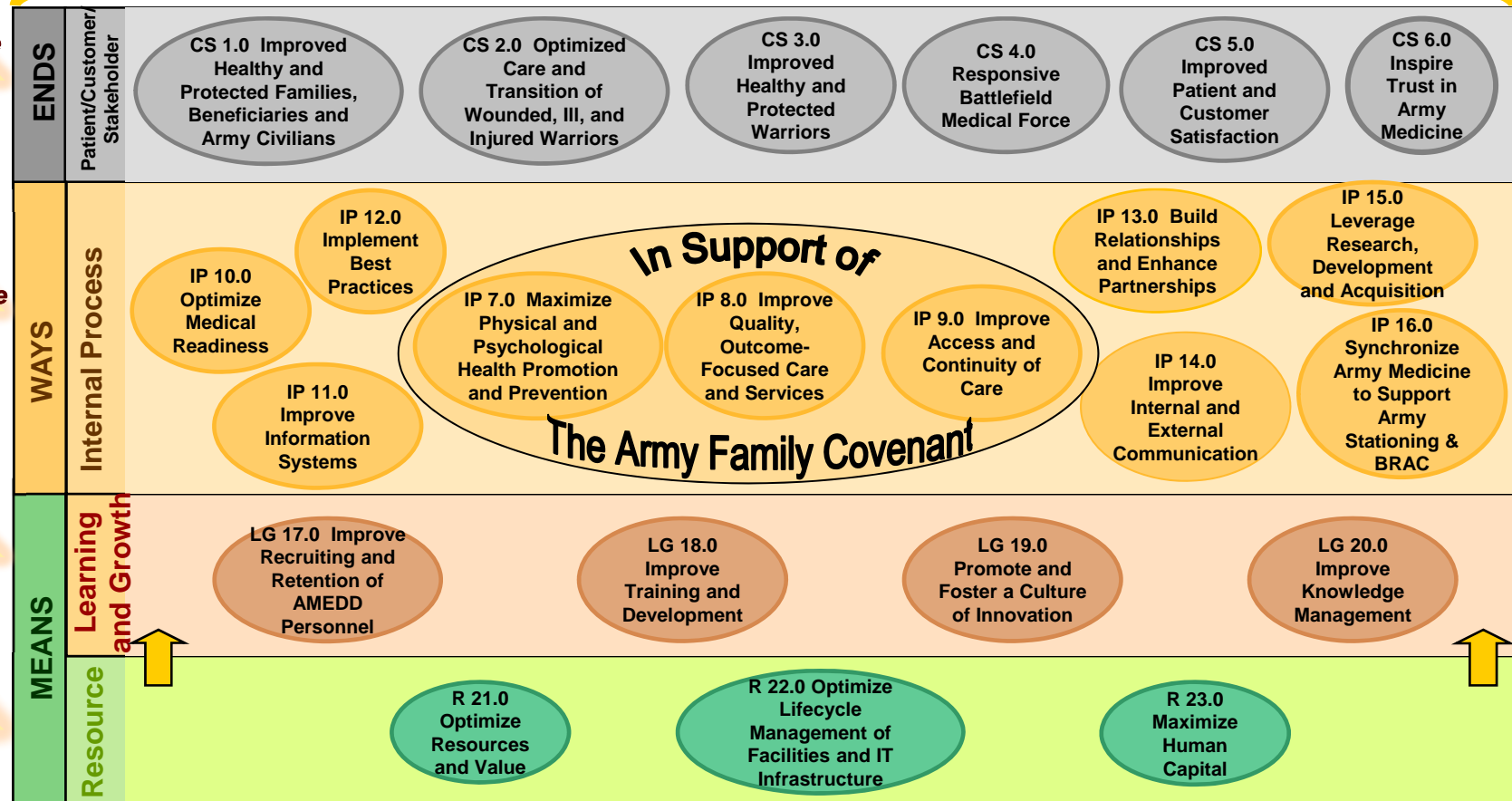
SUSTAIN PREPARE RESET TRANSFORM

That achieve our Strategic Ends

To deliver the Strategic Processes...

And enable our People...

We marshal our Resources...

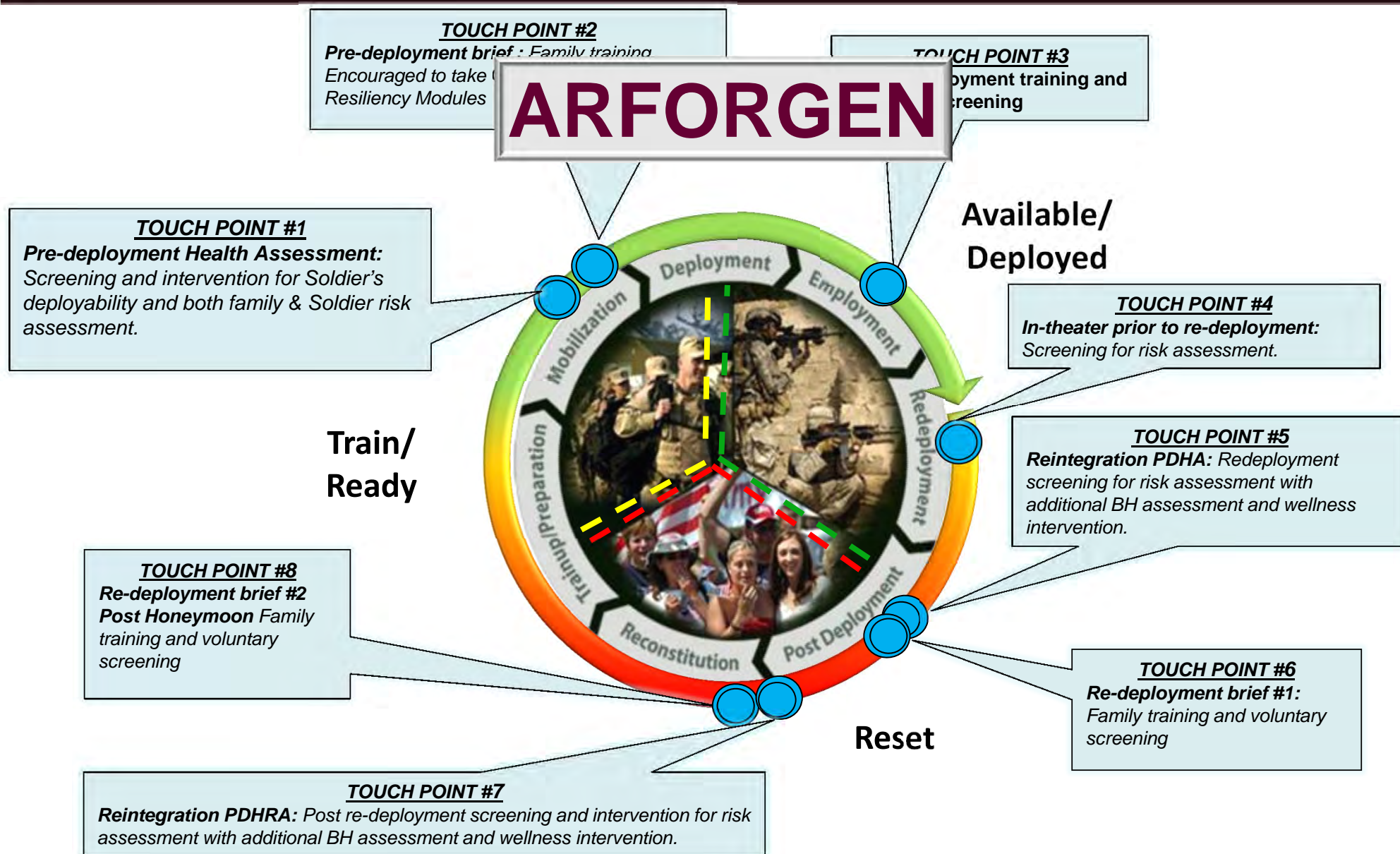


Feedback Adjusts Resourcing Decisions



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Comprehensive Behavioral Health System of Care





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Traumatic Brain Injury Program

- **Purpose**

- **Standardized, comprehensive program**
- **Integrated care and services from point-of-injury on**
- **Educate-Train-Treat-Track**

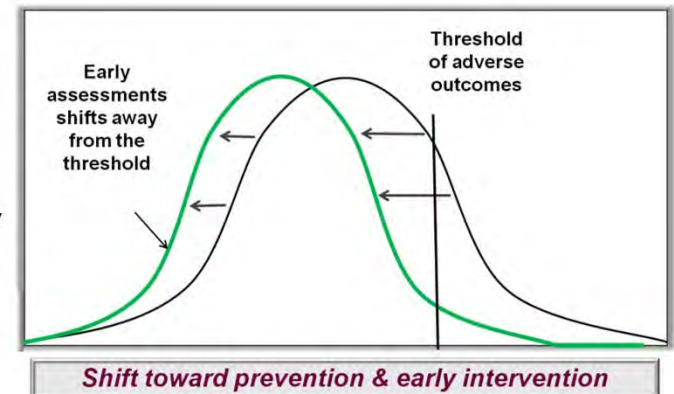
- **Event driven process; codifying in Directive Type Memorandum**

- **Leader assessments and medical evaluations after specified events**

- **Mandatory 24-hour downtime, Medical clearance before returning to duty**

- **Comprehensive medical evaluations for anyone sustaining 3 concussions within 12 months**

- **Invested over \$360 million**





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Care Access & Continuity

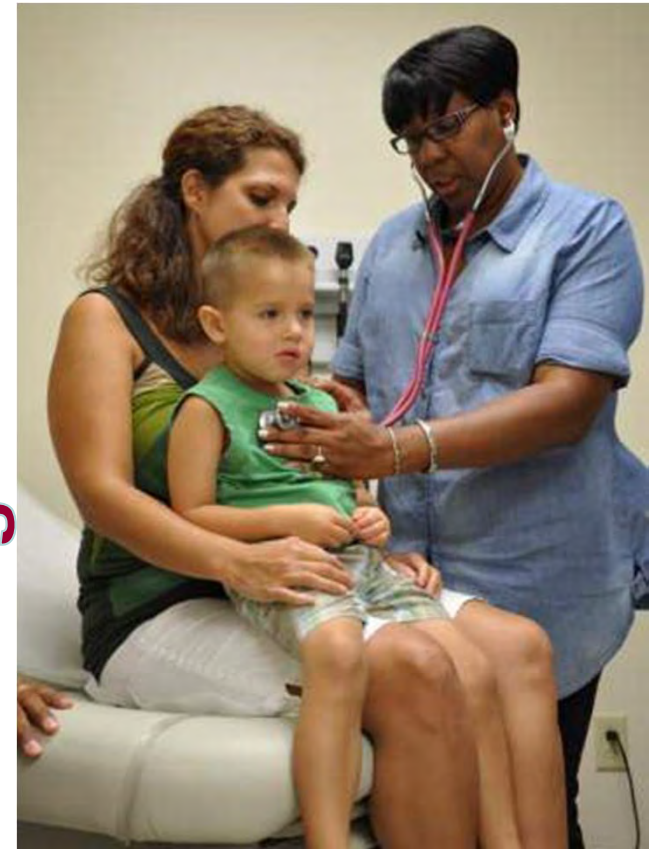


Patient Centered Medical Home

- Personal Primary Care Team
- Expanded Access with Continuity of Care
- Comprehensive Primary Care Services
- Care Management
- Care is Coordinated and/or Integrated
- Improve Satisfaction

*We are committed to
Improved access and continuity of care*

Right Provider



Right Time

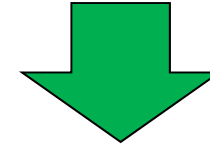
Right Venue



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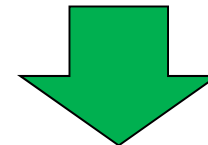
Enterprise Approach to Strength & Resilience

- **Soldier & Family**



- **Organizational AMEDD**

- RMC Reorganization
- Readiness Cells
- Public Health Command
- PBAM



- **Army Enterprise**

- Human Capital Core Enterprise
- Readiness C.E.
- Materiel C.E.
- Services & Infrastructure C.E.

- **MHS Quadruple Aim**



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Trust



The Army's Home for Health...

**Saving Lives and Fostering Healthy
and Resilient People**

~ A Partnership Built on Trust



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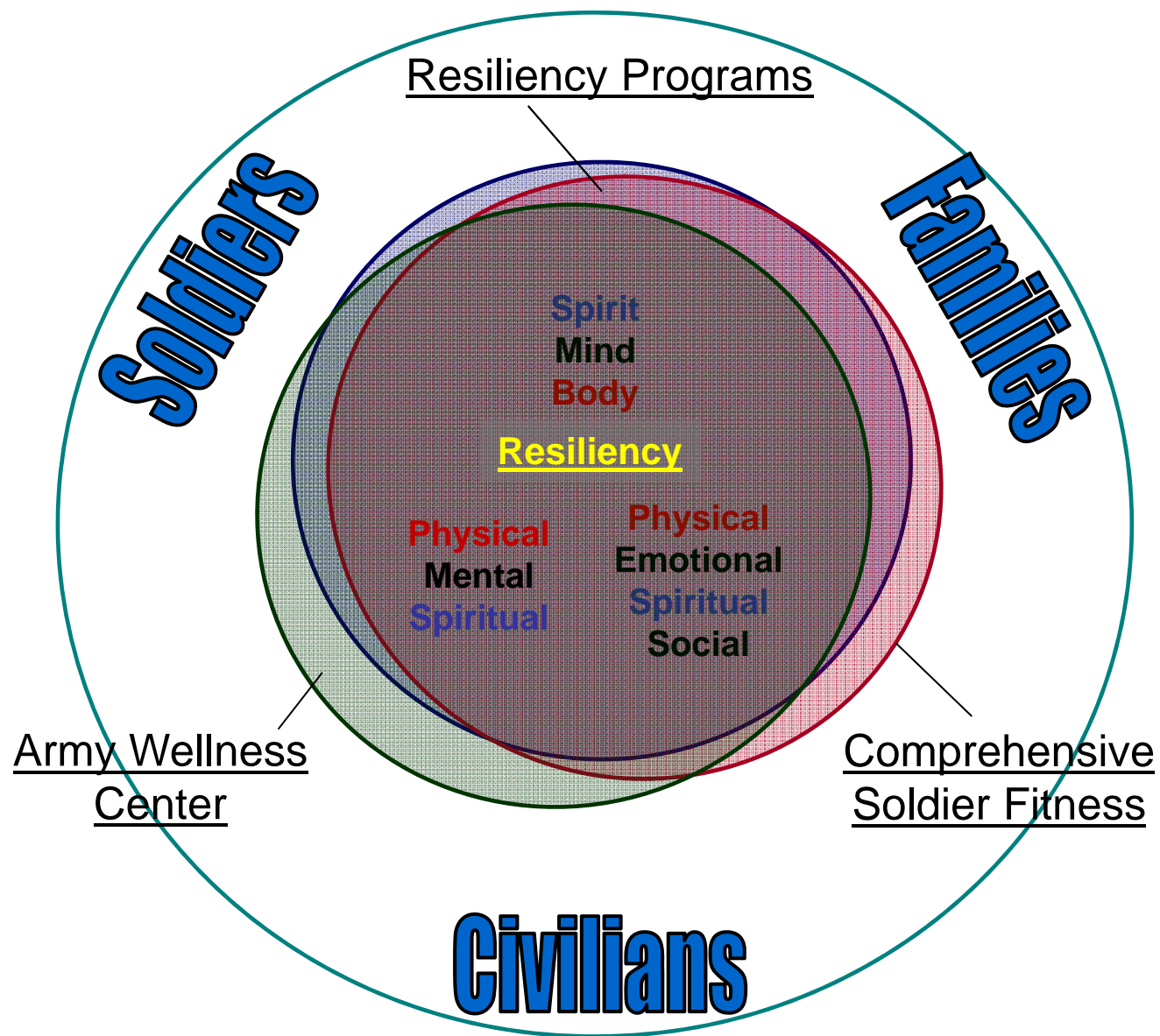
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BACK UP SLIDES



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Integration of Soldier & Family Programs under SICE



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Comprehensive Pain Management

- Evidence-Based Complimentary and Alternative Therapeutic Modes
 - Acupuncture
 - Biofeedback
 - Yoga
 - Meditation
- Standardizes Pain Management Services at echelons of care across our Medical Treatment Facilities
- Provides optimal quality of life for Soldiers and patients with acute and chronic pain

Holistic



Multimodal



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Medical Management Center

- A partnership between unit commanders and Medical Treatment Facilities to:
 - Monitor Soldiers on profile who are Medically Not Ready (MNR) to perform their duties
 - Decrease Soldiers' recovery time
 - Decrease the length of time Soldiers cannot perform their duties
 - Decrease the timeline for identifying a Soldier's medical retention decision point.





Access to Care (ATC) and Continuity Campaign

- **Capacity**
 - Balanced the enrollment of beneficiaries to the MTFs primary care capacity
 - Added 22 additional PCM Teams to growing installations
- **Continuity of Care**
 - Patients seeing their PCM and PCM Team increased by 17% and 40% respectively
- **Access**
 - Volume of acute and routine Primary Care appointments increased 9%
 - Availability of appointments to book via the internet (www.tricareonline.com) increased 13%
 - Maximized the utilization of the TRICARE network to offset spikes in demand
- **Outcomes**
 - Performance in key measures tied to increasing the health of our population specifically controlling chronic diseases (Diabetes, Asthma) and preventive services (cancer screens, immunizations) increased by 28%
- **Patient Satisfaction**
 - Overall satisfaction increased 2%
 - Satisfaction with courtesy and helpfulness of staff increased 3%
 - Satisfaction with amount of time between booking and appointment date increased 4%
 - Satisfaction with phone service increased 4%

Way Ahead

Community Based Primary Care Clinics – Opening 17 clinics extending the reach of our MTF into the communities where our Families live

Patient Centered Medical Home - healthcare system transformation to a system for health



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The Army is Investing in Healthcare Capacity

- Improve the **readiness** of our Army & our Army Family
- Improve **access to and continuity** of care
- Facilitate **Patient-Centered Medical Home**
- Reduce emergency room episodes
- Improve patient and provider **satisfaction**
- Implement Best Practices & standardize services
- Increase space available in MTFs for expanded active duty and specialty services
- Improve physical and psychological health promotion and prevention



17 Clinics in 11 Markets -- Beginning in Fall of 2010

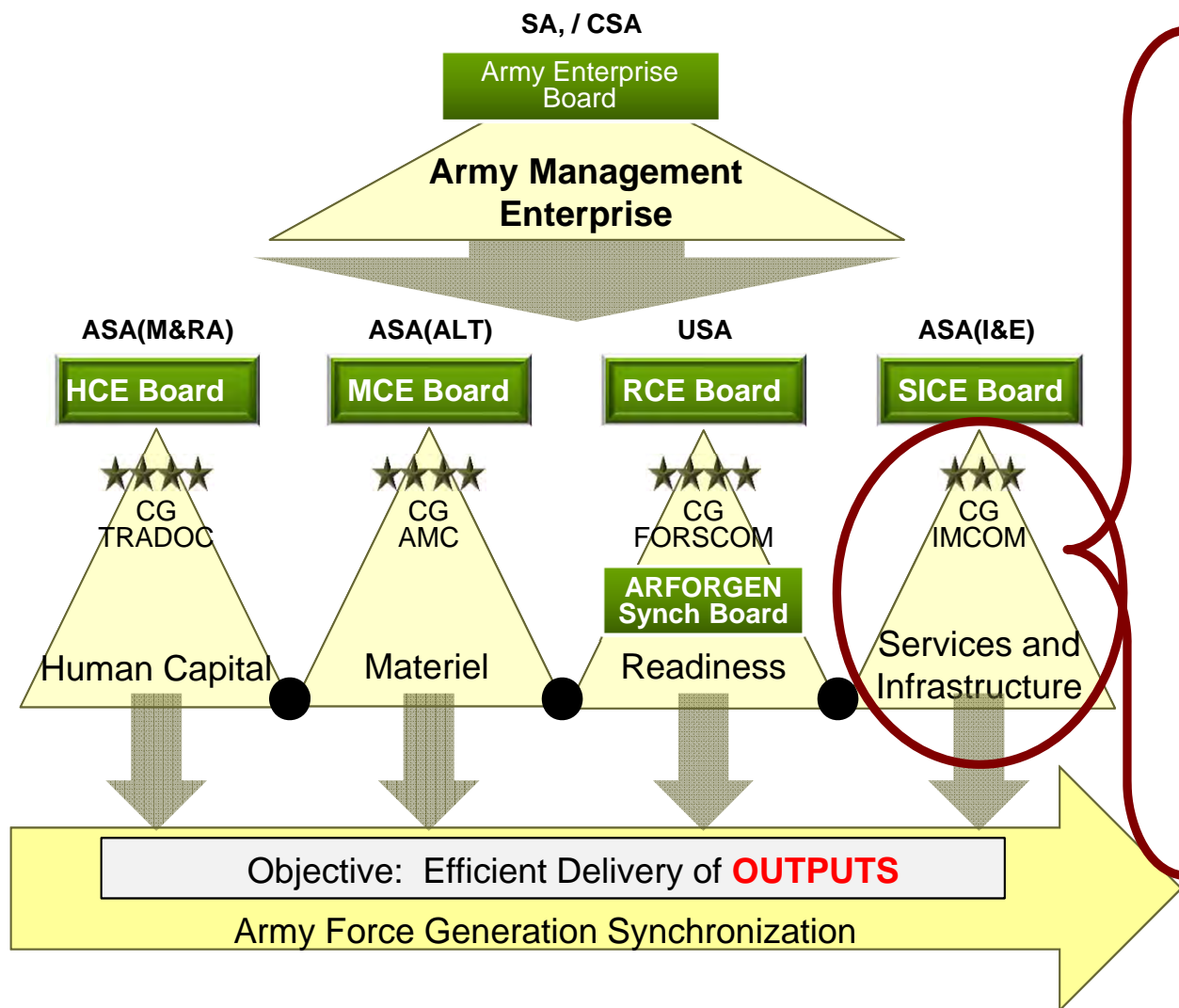
- | | | |
|-------------------------------|---------------------------------|-----------------------------|
| ▶ FT Bragg, NC – 3 clinics | ▶ FT L. Wood, MO – 1 clinic | ▶ FT Sill, OK – 1 clinic |
| ▶ FT Campbell, KY – 2 clinics | ▶ FT Lewis, WA – 2 clinics | ▶ FT Stewart, GA – 1 clinic |
| ▶ FT Hood, TX – 3 clinics | ▶ FT Sam Houston, TX – 1 clinic | ▶ Ft Benning – 1 clinic |
| ▶ FT Jackson, SC – 1 clinic | ▶ FT Shafter, HI – 1 clinic | |

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Partnerships in Core Enterprise-SICE



Key Stakeholders:

Assistant Secretary of the Army
for Installation and Environment

Installation Management Command

Medical Command

Network Enterprise Technology Command

US Army Corps of Engineers

Criminal Investigation Command

Intelligence and Security Command

Military and Installation Contracting Cmd

HQDA Office of Chief of Chaplains

HQDA Office of Provost Marshal General

HQDA Office of the Judge Advocate General

US Army Reserve Command

Army National Guard

ASA (M&RA), ASA (FM&C)

HQDA G1, G2, G4, G6, G8



As part of institutional adaptation, providers of services and infrastructure formed a single entity - SICE

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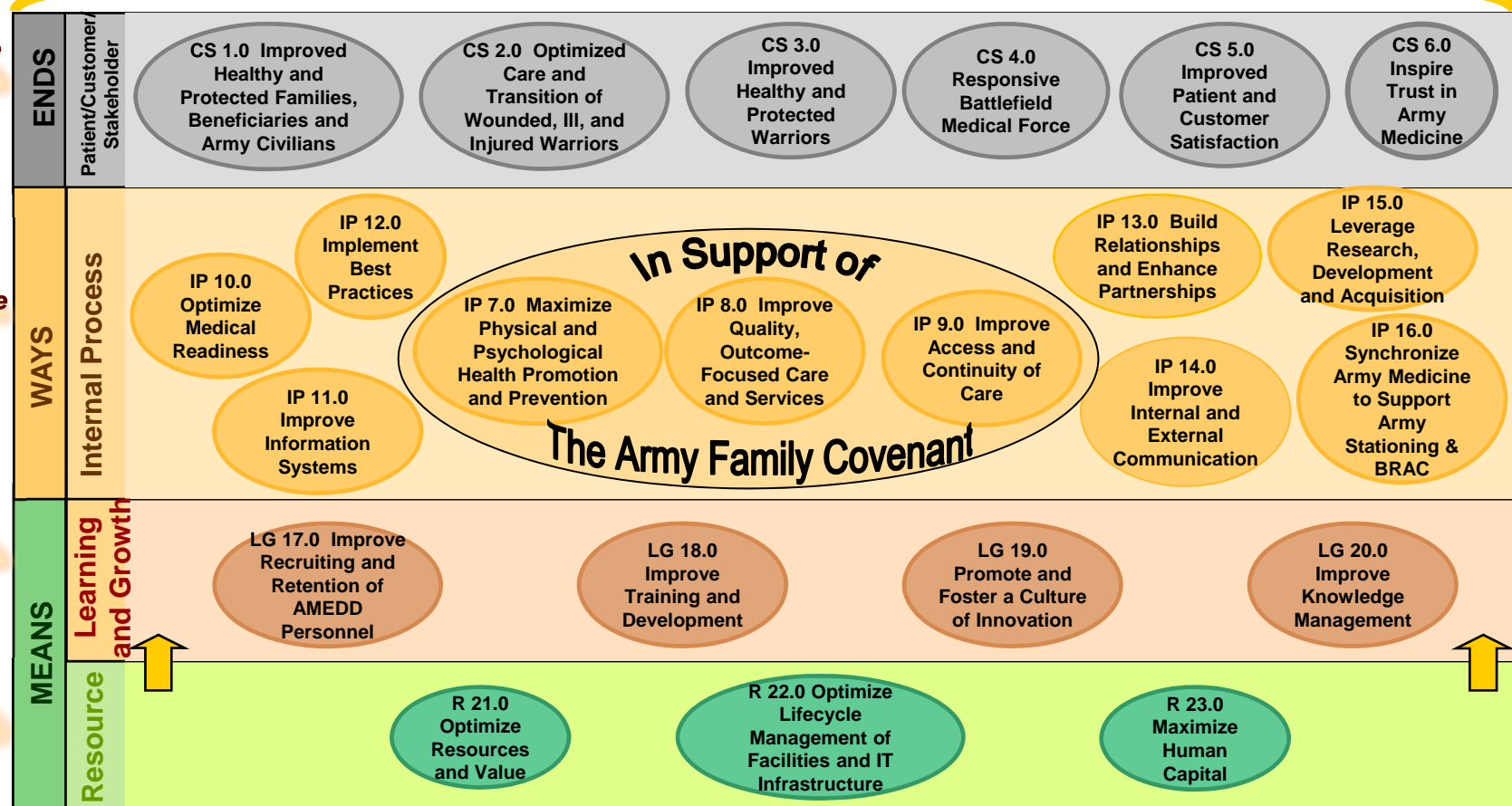
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That achieve our Strategic Ends

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And enable our People...

We marshal our Resources...



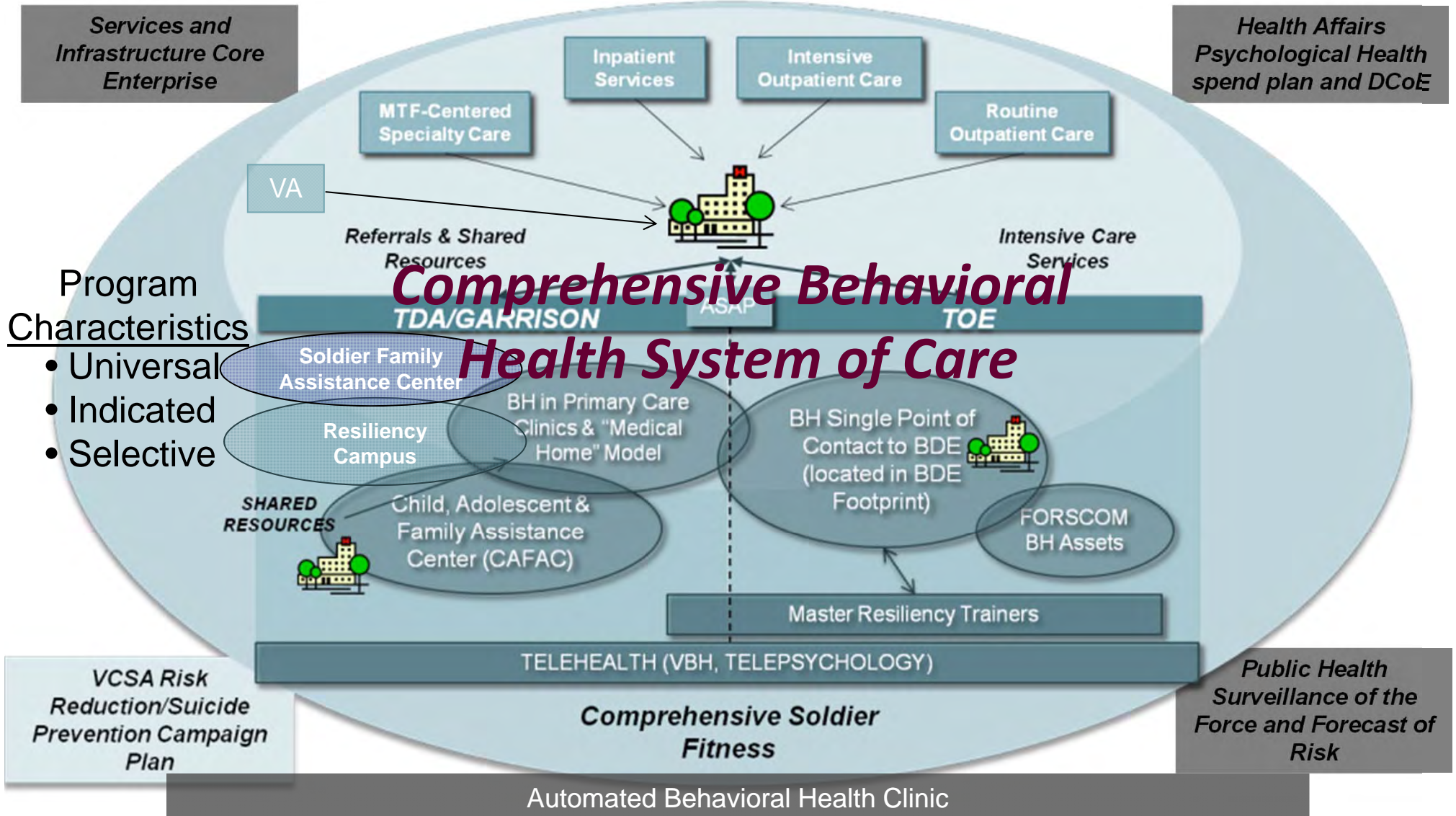
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Enablers



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